

MINUTES (Amended)
Lexington County Library Board Meeting
Lexington Main Library
July 29, 2024
10:30 AM

The Lexington County Library Board held its regularly scheduled meeting on Monday, July 29, 2024, in the Lexington Main Library beginning at 10:30 AM. Chair Linda Griffith presided.

Mrs. Linda Griffith gave the Invocation.

Members Attending:	Mrs. Linda Griffith	Mrs. Tiffany Lastinger
	Mr. Vachel Jones	Mr. Bill Jones
	Ms. Kay Mein	Ms. Barbara Remick

Members Absent:	Mrs. Stephanie Sturkie	Dr. Renita Irving
	Dr. Maria Arroyo	

Also in attendance: Kelly Poole, Director; Michelle Williams, Deputy Director of Personnel; Amber Conger, Deputy Director of Operations; Wendy Groscoat, Executive Assistant; Matt Steinmetz, Patron Training and Technology Coordinator; Amajah Langford, Communication Coordinator; Tammie Harris, Systems Librarian; Amanda Stone, Reference Services Coordinator; Matthew Smith, Staff Development Coordinator; Mark Mancuso, Senior Branch Librarian, and guest Sam Scott

In accordance with the Freedom of Information Act, a copy of the agenda was posted on the Library's website and in the lobby of the Lexington Main Library.

Approval of Minutes – Board Meeting on June 24, 2024

Chair Linda Griffith asked if there were any additions or corrections to the June 24, 2024, meeting minutes. Two corrections were noted: One change to reflect that Ms. Kay Mein gave the Invocation at the beginning of the meeting, another change to reflect the correct name of a Summer Reading presenter as Criss Cross Mango Sauce. Mrs. Tiffany Lastinger made a motion to approve the June 24, 2024, minutes, as amended, seconded by Mr. Bill Jones.

Chair Linda Griffith called for the votes.

In Favor:	Mrs. Linda Griffith	Mrs. Tiffany Lastinger
	Mr. Vachel Jones	Mr. Bill Jones
	Ms. Kay Mein	Ms. Barbara Remick

Chairman's Report

Chair Linda Griffith offered the Board's congratulations to Meliannette Ruiz, Library Assistant III in Mobile Library, for winning the Lexington County Employee of the Year award. Deputy Director Michelle Williams read an excerpt from the nomination which highlighted her achievements, stating that "Meliannette truly represents the Library's Outreach Department and Lexington County in a positive light at all times."

Announcements

Ms. Barbara Remick informed the Board that she had recently attended a Town of Chapin meeting where plans for the growth of the community were discussed. The Town has mentioned several times that the need for expansion is recognized. Director Poole added that multiple factors will need to be addressed, such as a feasibility study, land evaluation and market studies. The library building in Chapin will need to mimic the Irmo branch in size and parking spaces. County Councilwoman Charli Wessinger is aware of the need.

Strategic Plan Update

Goal champions for the Library's Strategic Plan FY 22-24 each presented their team's information to the Board.

Goal 1 – Increase Services

- Objective 1: Provide online payment system
 - Increase usage 10% second year after online PAC implementation
 - Action items completed:
 - Review portal with Treasurer's office and Community Development FY23 Q1 - **completed**
 - Create Statement of Work with Envisionware and requisition FY23 Q2 – **completed**
 - Consult with VikingCloud about PCI compliance requirements and required SAQ-A **FY23 Q4**
 - Review of Wells Fargo account questions **FY24 Q1**
 - Met with Envisionware FY24 Q1 to establish installation process and financial-side requirements
 - Compare Wells Fargo and Electronic Data Payment Systems for Processing details **FY24 Q3**
 - Review project parameters with Business Analyst **FY25 Q1**
- Objective 2: Expand Material Types to meet broader needs of the community
 - Create 20 kits by FY24 Q4
 - Increase usage 10% by FY24 Q1
 - Action Items

- Evaluate other types of materials **FY23 Q2**
 - Identify Policy modifications **FY23 Q2**
 - Develop circulating pass system with local parks and museums, including State Parks, Columbia Museum of Art FY23 Q3, Cayce Historical Museum, and Lexington County Museum **FY23 Q4**
 - Added quick-circ items beginning with Chapin's Puzzle Exchange in **FY23 Q1**. GA, G-S, SC-PR added puzzles in **FY24 Q3**
 - Added quick-circ seed packets **FY24 Q3**
 - Introducing Adventure Backpacks **FY24 Q4**
 - Policy 10.5 adjusted with 7-day realia checkout periods **FY24 Q4**
 - Irmo-Chapin Recreation Commission partnership formed. ICRC (Irmo Chapin Recreation Commission) park passes to be circulated **FY25**
- Objective 3: Improve functionality of and access to patron-facing technology
 - Increase technology use 10% by FY24 Q4
 - Action Items
 - Acquire iMac hardware and software including Adobe CC **FY23 Q4 - completed**
 - Admin and reference staff training **FY23 Q4 - completed**
 - iMacs installation **FY24 Q1 - completed**
 - Install Spanish Inets at PE, GA, BA and CWC **FY23 Q2 - completed** (SC-PR added **FY24 Q3**)
 - Install XMFax FY23 Q2. Success rate up, from 67% to 90% - **completed**
 - Shift solutions to Dell Optiplex Inets instead of 10Zig Thin Clients **FY24 Q1 - ongoing**
 - Copier replacement allows for color copies **FY24 Q1 - completed**
 - Work toward 3–4-year rotation of computers - **in progress, budgeted**
 - Replace Wi-Fi system for better performance and reach, including new bus **FY24 Q2 - completed**
 - Replace PrinterOn Mobile Printing with Princh **FY24 Q1 - completed**
 - Increase bandwidth to accommodate more streaming content, less lag **FY24 Q3 – delayed**
 - Additional Spanish Inet at IR **FY25**
- Objective 4: Augment local history collection
 - Digitize one collection/year
 - Increase number of catalogued local history materials in the SC room 5% by FY 24 Q4
 - Action items completed:
 - Scan library history photos **FY24 Q1 - ongoing**
 - Establish baseline measurement: codify SC shelf location/deselection **FY 23 Q2 - completed**
 - Establish materials budget and protocol for **FY24 Q2 - completed**
 - Clean and evaluate SC Room collection to establish baseline of collection **FY23 Q3 - completed**
 - Add shelving and storage for scanning **FY24 Q1- completed**
 - Procure Quartex scanning platform **FY24 Q3 - completed**
 - Upload scanned photos with metadata **FY24 Q2 - ongoing - 160 items uploaded as of 7.11.24**
- Objective 5: Provide a broader range of programs and events that reflect the community

- Improve satisfaction survey results
- Increase program partnerships 3% annually
- Increase program attendance 10% by FY24 Q4
- Action Items
 - Develop survey **FY23 Q4 - completed**
 - Track partnerships **FY23 Q1 - completed**
 - Analyze County demographic **FY23 Q2 - completed**
 - Compile community analysis data **FY23 Q3 - completed**
 - Distribute survey results to programmers and branches **FY23 Q4 - completed**
- Objective 6: Support local businesses and increase business-related services
 - Increase small business-related database searches 10% by FY24 Q4
 - Action items
 - Ongoing outreach to local businesses **FY23 Q2 - ongoing**
 - Joined four local Chambers of Commerce **FY24 Q3 - completed (fifth pending payment)**
 - Create small business resource flyer; dispersed to SRP partners **FY23 Q4 - completed**
 - Create small business resource page **FY24 Q3 - completed**
 - Present three programs for small businesses **FY24 Q2 - completed**

Goal 2 – Provide Easier Access to Library Resources

- Objective 1: Improve access to library card ownership
 - Increase active cardholders 5% by FY23 Q4
 - Increase number of new cards issued 3% by FY23 Q4
 - Action items
 - Research current trends and practices in library card policies **FY23 Q1 - completed**
 - Review and revise policies C10.1, C10.2, C10.3 and C10.4 **FY23 Q3 - completed**
 - Create promotional plans for library card marketing **FY23 Q3 - in progress**
- Objective 2: Improve access to services for non-English speaking community
 - Expand bilingual program offerings 20% by FY24 Q4
 - Increase Spanish materials circulation 10% by FY24 Q2
 - Action items
 - Plan bilingual program series **FY23 Q4 - completed**
 - Evaluate need & create promotional materials in Spanish **FY24 Q1 - ongoing**
 - Create an advisory committee **FY23 Q2 - tabled**
 - Develop and implement plans to improve partnerships and networking with PASOS, parenting centers, churches, etc. **FY23 Q3 - ongoing**
 - Creation of a designated page in Spanish **FY24 Q1 - in progress**
- Objective 3: Improve online access to library services
 - Add five virtual services by FY24 Q4
 - Increase website views 10% by FY24 Q4
 - Action items
 - Create online readers' advisory form for children **FY23 Q1 - completed**

- Create online purchase request form **FY23 Q1 - completed**
 - Select and procure mobile app **FY23 Q1 - completed**
 - Create monthly e-mail newsletter **FY23 Q4 - completed**
 - Improve access to databases through email authentication/proxy **FY24 Q1 - completed**
 - Select and procure ecommerce **FY24 Q4 - in progress**
 - Redesign PAC/update database **FY24 Q2 - TBD**
 - Evaluate email system to provide library card numbers to patrons - **tabled**
- Objective 4: Provide library facilities that are appealing and accessible
 - Complete ADA audit and evaluate recommendations by FY23 Q2
 - Increase branch gate count 10% by FY24 Q4
 - Action items
 - ADA audit by Able SC **FY23 Q1 - completed**
 - LCPL branch audits **FY23 Q2 - completed**
 - Evaluate LCPL branch audits **FY23 Q3 - completed**
 - Begin tracking mobile library door count **FY22 Q4 - completed**
 - Evaluate branch hours (Goal 1: Objective 1) **FY24 Q3 - completed**
 - Evaluate space for ongoing curbside pickup **TBD**
 - Conduct facility study **TBD**
- Objective 5: Improve customer service experience
 - Improve customer service survey results by FY24 Q1
 - Action items
 - Develop customer service philosophy and standards **FY23 Q1 - in progress**
 - Develop customer service survey **FY23 Q2 - TBD**
 - Leadership training **FY23 Q3 - TBD**
 - Develop training curriculum **FY23 Q3 - TBD**
 - Implement training **FY23 Q4 – TBD**
- Objective 6: Promote a Culture of Inclusivity
 - Improve employee survey results by FY24 Q4
 - Action items
 - Develop an inclusive service plan **FY24 Q4 - tabled**
 - Community analysis
 - Evaluate and identify barriers to access in areas such as services, marketing, policies, programming
 - Identify and implement improvements in the areas of programs, collections, outreach to underserved populations, such as incarcerated, low income, rural, physically and mentally challenged **FY24 Q4 - ongoing**
 - Identify staff needs and training **FY24 Q4 - ongoing**

Goal 3 – Improve Community Awareness

- Objective 1: Increase social media presence
 - Increase likes and shares 10% by FY23 Q3
 - Action Items
 - Create Marketing Plan/Policy **FY24 Q1 - in progress**
 - Evaluate current and potential media platforms **FY22 Q4 - completed**
 - Evaluate how others use platforms and potential new platforms **FY22 Q4 - completed**

- Develop marketing schedule and plan for social media **FY23 Q1 - completed**
- Objective 2: Increase advocacy, outreach and partnerships
 - Increase outreach occurrences 3% by FY23 Q4
 - Increase library card holders 2% by FY23 Q4
 - Action Items
 - Define outreach and partnerships **FY22 Q1 - completed**
 - Identify stakeholders and create advocacy chart/list **FY24 Q2 - in progress**
 - Create a partnership database **FY23 Q4 - completed**
 - Create an outreach map **FY24 Q2 - completed**
 - Create an online outreach request form **FY24 Q1 - completed**
 - Create a community advocacy staff program/training **FY24 Q3 - in progress**
- Objective 3: Increase non-social media marketing presence
 - Increase media coverage 10% by FY23 Q4
 - Action Items
 - Create Marketing Plan/Policy **FY24 Q1 - in progress**
 - Evaluate current and potential media outlets **FY22 Q3 - completed**
 - Develop a marketing schedule and plan for library/literacy initiatives **FY23 Q1 - completed**
 - Create a marketing support committee **FY23 Q2 - completed**

Goal 4 – Recruit, Support and Develop Trained, Knowledgeable Staff

- Objective 1: Improve retention to reduce turnover and retain trained and knowledgeable staff
 - Increase retention rate 5% by FY24 Q4
 - Implement employee satisfaction survey beginning FY23 Q2
 - Action Items
 - Share survey results with all staff **FY23 Q3 - completed**
 - Analyze survey results and identify areas for improvement **FY23 Q3 - completed**
 - Develop action plans for areas of improvement **FY23 Q1 - completed**
 - Implement survey annually – repeat in **FY24 Q2 - completed**
- Objective 2: Expand recruitment efforts to attract more qualified applicants
 - Expand marketing methods for job postings 5% by FY22 Q4
 - Reduce unfilled position rate 25% annually
 - Action Items
 - Seek out additional marketing methods **FY22 Q4 - completed**
 - Utilize social media and internal marketing more frequently **FY22 Q4 - completed**
- Objective 3: Expand Staff Development Program to support new succession development opportunities
 - Increase staff involved in Succession Development Program 25% by FY23 Q4
 - Increase participants in mentorship program 3% by FY23 Q4
 - Increase access to system resources by FY22 Q4
 - Increase leadership training opportunities and participation 5% by FY23 Q4
 - Action Items
 - Add “Leadership” category to the Staff Development Plan **FY23 Q3 -**

completed

- Finalize the Mentorship Guidelines **FY23 Q3 - completed**
- Implement Mentorship program **FY23 Q4 - completed**
- Update Succession Development documents and begin IDPs **FY24 Q4 - in progress**

Local History Digital Collections Presentation

Lexington Main Branch Librarian Mark Mancuso and Reference Services Coordinator Amanda Stone highlighted the continued updates to the Local History Digital Collection and website. With the new software, patrons will have the ability to view thousands of photos, newspapers, obituaries, journals and church bulletins. The digital collection will then be searchable, discoverable, visible and shareable. Reference staff have worked together to make this project a labor of love.

Committee Reports – Chair Linda Griffith asked if there were any Committee Reports.

- **Finance Committee** (Mrs. Stephanie Sturkie) – There was none.
- **By-Laws and Library Policies Committee** – (Mr. Vachel Jones) – There was none.
- **Long-Range Planning/Advocacy Committee** (Mr. Bill Jones) – There was none.
- **Facilities/Branch Committee** (Mr. Bill Jones) – There was none.

Director’s Report – Director Poole gave the Director’s Report and shared the Bank Reconciliation Report for June 2024.

Director Poole shared with the Board that she had attended a SC Association of Library Administrators (SCAPLA) meeting this month. The focus was on the State budget proviso certification. She assured the Board that she is anticipating advocacy efforts leading into the next fiscal year.

Deputy Director Amber Conger shared several Summer Reading highlights with the Board. So far there are 8,041 registrations with more than 2,000 that have completed the program. The focus this year has been on the number of minutes read. The total progress tracked so far is 1,981,242 minutes for this year’s Summer Reading Program.

Unfinished Business – Chair Linda Griffith asked if there was any Unfinished Business.

Juvenile Library Card Restrictions

The Board agreed to continue to table this discussion until the next meeting. Further discussion of this topic will fall under Unfinished Business at the August 26, 2024, Library Board Meeting.

New Business – Chair Linda Griffith asked if there was any New Business. There was none.

Adjournment – Ms. Kay Mein moved to adjourn, seconded by Mr. Bill Jones.

Chair Linda Griffith called for the vote.

In Favor:	Mrs. Linda Griffith	Mrs. Tiffany Lastinger
	Mr. Vachel Jones	Mr. Bill Jones
	Ms. Kay Mein	Ms. Barbara Remick

There being no further business, the meeting adjourned at approximately 12:40 PM.

Next meeting will be 3:30 PM on August 26, 2024.

Respectfully submitted,

Wendy D. Groscost
Executive Assistant

Kelly R. Poole
Director